

## CLAIMS

We claim:

1. In a computer system with a message processor, a method of processing at least a portion of a message where an attempt to previously process the message failed, the method comprising the acts of:

accessing message processing state information identifying a message that previously failed to process;

removing a portion of the message to increase the likelihood of the message processor being able to appropriately process the message; and

attempting to reprocess the message subsequent to removing the portion of the message.

2. The method of claim 1, further comprising the acts of:

receiving the message;

generating an identifier for the message;

attempting to process the message, wherein the message fails to process;

generating message processing state information that indicates that the message failed to process; and

storing the message processing state information.

3. The method of claim 2, wherein the identifier is a hash of the message.

4. The method of claim 2, wherein the message is one of an e-mail message, SOAP message, messaging board post, web message, or instant message.

5. The method of claim 1, wherein the attempt to reprocess the message fails, the method further comprising the acts of:

updating the message processing state information with information that indicates that the message failed to reprocess;

accessing the message processing state information identifying the message;

removing a second portion of the message to increase the likelihood of the message processor being able to appropriately process the message; and

attempting to reprocess the message subsequent to removing the second portion of the message.

6. The method of claim 5, wherein the message processing state information also includes information about the portion of the message removed.

7. The method of claim 5, wherein the second portion of the message removed includes the portion of the message removed.

8. The method of claim 1, wherein the portion of the message removed is based on de-featuring rules associated with the type of content within the portion of the message removed.

9. The method of claim 8, wherein the type of content within the portion of the message removed is one or more of an alternative format of the message, video data, audio data, image data, text, header information, or executable instructions.

10. The method of claim 8, wherein the rules are defined by the transport protocol for the message, which is one of STMP, HTTP, TCP, UDP, or SOAP.

11. The method of claim 8, wherein the rules are defined by content format MIME, and wherein the content of the portion of the message removed is one or more of a mixed multipart data, alternative multipart data, parallel multipart data, digest multipart data, application data, video data, audio data, image data, text, header information or the message itself.

12. The method of claim 1, wherein the message processing state information further includes state information that indicates the removal of a previous portion of the message.

13. In a computer system with a message processor, a method of processing at least a portion of a message where an attempt to previously process the message failed, the method comprising:

a step for de-featuring an identified message that previously failed processing;  
and

act of attempting to reprocess the message subsequent to removing an portion of the identified message.

14. The method of claim 13, further comprising the acts of:

receiving the message;

generating an identifier for the message;

attempting to process the message, wherein the message fails to process;

generating message processing state information that indicates that the message failed to process; and

storing the message processing state information that includes the identifier within a log.

15. The method of claim 14, wherein the identifier is a hash of the message.

16. The method of claim 14, wherein the message is one of an e-mail message, SOAP message, messaging board post, web message, or instant message.

17. The method of claim 14, wherein the attempt to reprocess the message fails, the method further comprising:

updating the message processing state information with information that indicates that the message failed to reprocess;

accessing the message processing state information identifying the message;

removing a second portion of the message to increase the likelihood of the message processor being able to appropriately process the message; and

attempting to reprocess the message subsequent to removing the second portion of the message.

18. The method of claim 17, wherein the message processing state information also includes information about the portion of the message removed.

19. The method of claim 17, wherein the second portion of the message removed includes the portion of the message removed.

20. The method of claim 13, wherein the portion of the message removed is based on de-featuring rules associated with the type of content within the portion of the message removed.

21. The method of claim 20, wherein the type of content within the portion of the message removed is one or more of an alternative format of the message, video data, audio data, image data, text, header information, or executable instructions.

22. The method of claim 20, wherein the rules are defined by the transport protocol for the message, which is one of STMP, HTTP, TCP, UDP, or SOAP.

23. The method of claim 20, wherein the rules are defined by the content format MIME, and wherein the content of the portion of the message removed is one or more of a mixed multipart data, alternative multipart data, parallel multipart data, digest multipart data, application data, video data, audio data, image data, text, header information or the message itself.

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24. A computer program product for use in a computer system with a message processor, the computer program product for implementing a method of processing at least a portion of a message where an attempt to previously process the message failed, the computer program product comprising the one or more computer readable media having stored thereon computer-executable instructions that, when executed by a processor, cause the computer system to perform the following:

access message processing state information identifying a message that previously failed to process;

remove an portion of the message to increase the likelihood of the message processor being able to appropriately process the message; and

attempt to reprocess the message subsequent to removing the portion of the message.

25. The computer program product of claim 24, further comprising computer-executable instructions that, when executed by a processor, cause the computer system to perform the following:

receive the message;

generate an identifier for the message;

attempt to process the message, wherein the message fails to process;

generate message processing state information that indicates that the message failed to process; and

store the message processing state information that includes the identifier within a log.

26. The computer program product of claim 25, wherein the message is one of an e-mail message, SOAP message, messaging board post, web message, or instant message.

27. The computer program product of claim 24, wherein the attempt to reprocess the message fails, the computer-executable instructions that, when executed by a processor, cause the computer system to further perform the following:

update the message processing state information with information that indicates that the message failed to reprocess;

access the message processing state information identifying the message;

remove a second portion of the message to increase the likelihood of the message processor being able to appropriately process the message; and

attempt to reprocess the message subsequent to removing the second portion of the message.

28. The computer program product of claim 27, wherein the message processing state information also includes information about the portion of the message removed.

29. The computer program product of claim 27, wherein the second portion of the message removed includes the portion of the message removed.



30. The computer program product of claim 24, wherein the portion of the message removed is based on de-featuring rules associated with the type of content within the portion of the message removed.

31. The computer program product of claim 30, wherein the type of content within the portion of the message removed is one or more of an alternative format of the message, video data, audio data, image data, text, header information, or executable instructions.

32. The computer program product of claim 30, wherein the rules are defined by the transport protocol for the message, which is one of STMP, HTTP, TCP, UDP, or SOAP.

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